

**KALAMAZOO COMMUNITIES IN SCHOOLS**  
**POSITION DESCRIPTION & PERFORMANCE EVALUATION**

Employee Name \_\_\_\_\_ Evaluation Date \_\_\_\_\_

Position Title: **Volunteer Coordinator**

Hire Date \_\_\_\_\_

Reports to: **Director of Volunteer Services**

Exempt Position: **YES**

**Supervisory: Supports all areas of Volunteer Services, Provides functional guidance to volunteers, Directors of Elementary and Secondary and Site Coordinators.**

**POSITION SUMMARY:**

Assists with the recruitment, screening, selection, training and matching of a wide variety of volunteers to work in school settings to address the learning readiness and learning support needs of students so that they can be successful in school and in life. Oversees and coordinates all processes associated with onboarding and tracking volunteers and partners including volunteer applications, partner profiles and memoranda of agreement and volunteer management software. Provides coordination, communication and administrative support for the volunteer program of the organization, including documentation, tracking, scheduling, measuring, evaluating, routine communication, monitoring. May be assigned to represent the organization in various community venues that are or may be a source of volunteer support. Coordinates with the Human Resources Coordinator to ensure that volunteers and partners fulfill all screening and background checking per agency policy. Assists with organizing events that recruit and recognize volunteers.

**WORKING CONDITIONS:**

Normal working conditions where there is no physical discomfort due to temperature, dust, noise and the like. Occasionally lifts average 15 pound boxes of supplies, materials, etc. to waist high level. Ability to drive plus the availability of a vehicle to use for getting to and from meetings, other events and for the occasional transport of materials and supplies. Valid Michigan drivers license and the ability to obtain necessary auto insurance for the above purposes. Must be able to observe and hear students, staff and providers across a wide range of settings and interpret that input for the purpose of evaluation, monitoring and service modifications. Must be able to work a varied schedule when required, including evenings, early mornings and weekends in order to cover the work.

**DUTIES AND RESPONSIBILITIES:**     0 = Doesn't meet minimum expectations     1 = Meets Basic Expectations

2 = Exceeds Expectations   3 = Consistently Demonstrates Exceptional Performance

\_\_\_\_ Establishes and maintains productive working relationships with all members of the CIS partnership, including school personnel, service provider organizations, volunteers and staff.

\_\_\_\_ Responds effectively to volunteer and partner inquiries, demonstrating the ability to engage, provide information, answer questions and assist in taking the next steps in pursuing the volunteer or partner relationship.

\_\_\_\_ Schedules volunteers and partners with orientation activities such as "Connect to CIS"; makes arrangements for facilities, equipment and materials and assures that they are adequate and effective for the need and purpose.

\_\_\_\_ Collects volunteer applications submitted and assures that they are complete. Submits the necessary information on each volunteer to allow the HR Coordinator to complete the background screening per the agency policy.

\_\_\_\_ Assures that the volunteer application information is entered into the volunteer management software. Oversees the utilization and management of the volunteer management software including data entry, training others, reporting and upgrades.

\_\_\_\_\_ Manages the schedule for volunteer training including scheduling with providers of training, arranging for facilities, ensuring materials, scheduling volunteers and orchestrating cancellations when needed.

\_\_\_\_\_ Assists the Director with managing volunteer/partner match meetings, including meeting notifications, meeting summaries, scheduling and distribution of forms and notifications of matches/assignments following the meetings.

\_\_\_\_\_ Provides notification to volunteers and partners about their match, contact information, etc. Follows up with the designated site to verify that contact with the volunteer has been made and that a site orientation has been completed.

\_\_\_\_\_ Works with the HR Coordinator to send a completed screening packet on each volunteer assigned to a licensed site in order to meet Child Care Licensing regulations.

\_\_\_\_\_ Manages routine communication with all volunteers and works with Marketing & Fund Development Coordinator to assure that volunteers and partners are on the organization's mailing lists.

\_\_\_\_\_ Provides assistance to the Director of Volunteer Services and to the Marketing & Fund Development Coordinator on the development and distribution of materials for recruitment, promotion, orientation and recognition.

\_\_\_\_\_ Performs tracking and data collection functions to ensure project accountability and effective evaluation and program improvement. Effectively maintains and uses an appropriate data base. Works with Evaluation & Quality Coordinator to assure agreed upon data collection, tracking and evaluation tasks are completed effectively.

\_\_\_\_\_ Exhibits a commitment to the values expressed in CIS mission and vision and creates and maintains a positive CIS image. Demonstrates the ability to interact in a positive and helpful manner with all customers both internally and externally. Reflects commitment to building a supportive work environment and maintains a positive attitude at the work place and toward his/her job.

\_\_\_\_\_ Understands and embraces diversity and inclusiveness in thought, word, and actions. Exemplifies these values.

\_\_\_\_\_ Maintains the confidentiality of all CIS related information.

\_\_\_\_\_ Other duties as assigned by supervisor.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

\_\_\_\_\_ Bachelor's degree in a relevant area or the equivalent education and experience. Relevant experience in managing a large pool of customers, clients or volunteers.

\_\_\_\_\_ Strong demonstrated organizational abilities and the ability to keep track and oversee multiple tasks and projects simultaneously, communicate with other project/task participants and work with routine disruptions across many sites.

\_\_\_\_\_ Above average oral and written communication skills with the ability to convey, receive, interpret and document information for reports, correspondence, instructions, etc. Previous experience in some aspect of customer relations very helpful.

\_\_\_\_\_ Exceptional interpersonal skills and the ability to form trusting and productive working relationships across a wide range of customers, stakeholders and partners.

\_\_\_\_\_ Requires experience with personal computers and proficiency using word processing, electronic mail and data collection and reporting instruments.

\_\_\_\_\_ Ability to exercise good judgment, discretion, integrity and knowledge of organizational policies and practices and to convey such information to others (e.g. volunteers, interns, parents, students, etc.).

\_\_\_\_\_ Understands and embraces diversity and inclusiveness in thought, word and actions. Exemplifies these values

**The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**